

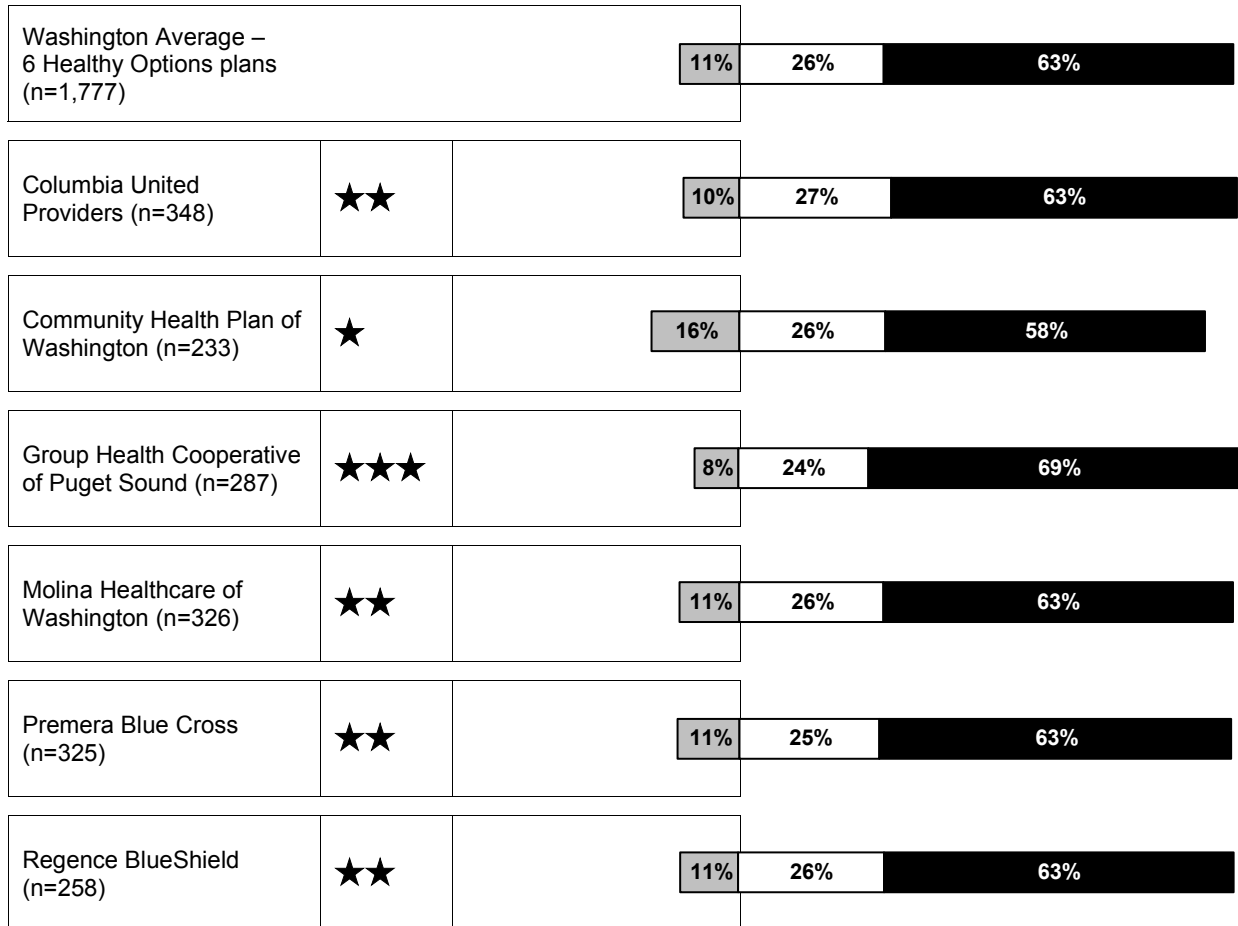
Healthy Options Adult Population

CAHPS Questions

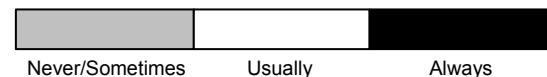
Composite

Courteous and Helpful Office Staff

This chart summarizes the responses to survey questions 28 and 29 contained in the composite, “Courteous and Helpful Office Staff.” Individual question-level responses immediately follow.



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2003 “Survey About Your Health Care” CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request “Detailed Methodology” for additional information.

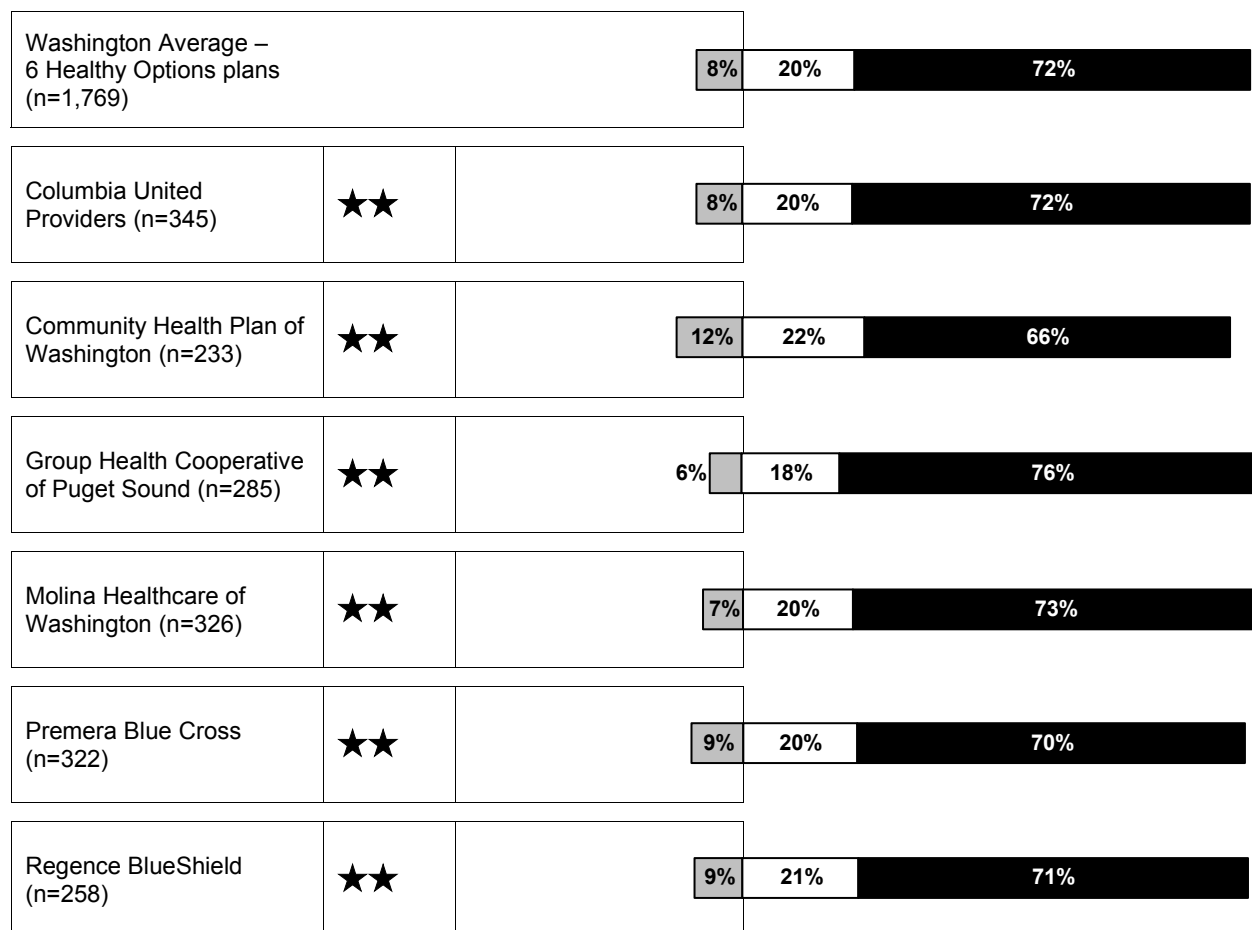
Healthy Options Adult Population

CAHPS Questions

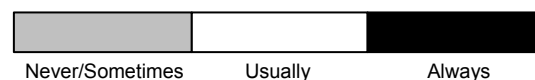
Question 28

Courteous and Helpful Office Staff

Q28. "In the last 6 months, how often did office staff at a doctor's office or clinic treat you with courtesy and respect?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



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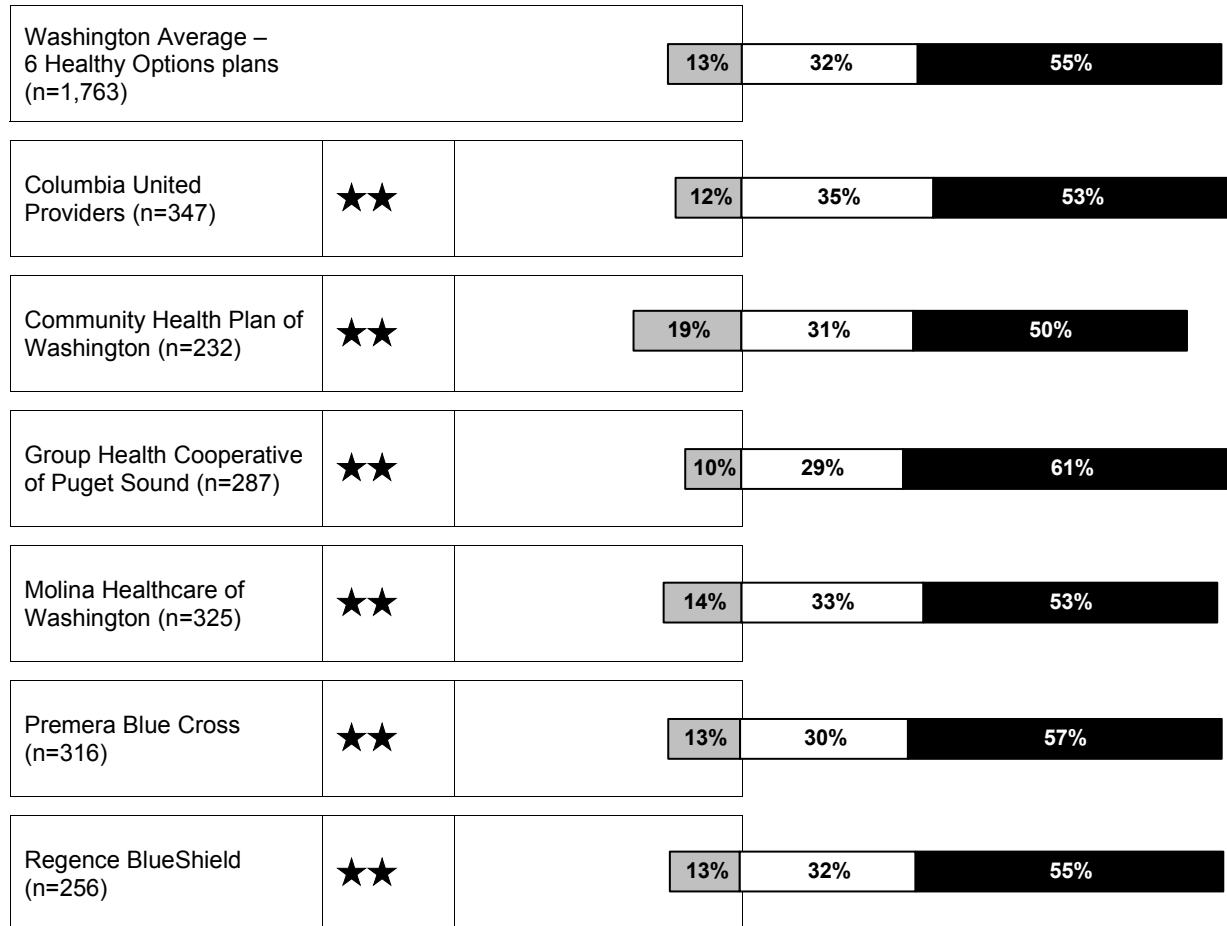
Healthy Options Adult Population

CAHPS Questions

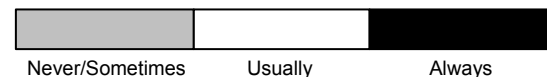
Question 29

Courteous and Helpful Office Staff

Q29. "In the last 6 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



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